

# James O'Keefe

James O'Keefe  
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## PROFESSIONAL EXPERIENCE

### **Cartus, Danbury, CT**

*Senior Real Estate Coordinator*, July 2016 – Current

- Supports Operations Manager in day-to-day business activities, including facilitating and participating in staff meetings and team huddles.
- Assist management team in staff recruitment, selection, training, coaching, mentoring, and performance management
- Function as a resource for service escalations, problem resolution, and process and procedural updates/changes
- Maintain and enhance collaborative partnerships with Cartus internal departments and external suppliers to meet client specific goals and expectations
- Participate in special projects as needed, including client presentations and conducting chairside demonstrations for clients on Cartus systems and processes

*Welcome Center Specialist II*, December 2015 – July 2016

- Introduce, promote, and sell relocating employees on Cartus revenue-generating products and services, including departure and destination broker referrals and mortgage services
- Communicate with customers at critical points in the real estate process to ensure agent satisfaction
- Conduct educational chair sides with Vice President of Operations, 3<sup>rd</sup> party consulting firm, Cartus internal departments, and peers

*Relocation Consultant I*, August 2015 – September 2015

- Vendor invoice follow-up and resolution
- Management of required operational client reports
- Expense report research and resolution
- Service evaluation follow-up

### **Eastern Account System, Inc, Danbury, CT**

*Customer Service Lead*, January 2013 – August 2015

- Manage pod of agents ranging in size from 15-20 members
- Create a motivational environment conducive to productivity
- Track performance metrics and provide real-time feedback
- Perform conflict resolution whilst maintaining a high level of customer service

## EDUCATION

- Johnson and Wales – Internet Technology, September 2006 – May 2007
- Western Connecticut State University – Marketing, September 2007 – May 2010

## SKILLS

- Proficient in the Microsoft product suite
- Excellent communication in both individual and group settings
- Methodical thinker, sound judgment and decision-making skills
- Experience with video conferencing (Teams, Skype, Zoom, etc)

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References available upon request